**Erik Anderson user feedback 03/15/16**

**Define what you do?** Erik works in Operations. He has the most experience on the team and has been here the longest. As an operations specialist, he acknowledges he has access to more information than support does.

**Comments on Watchdog:**

* It is monitored about every hour by a team of 4-5 (2 nightly).
* Application is innocuous: 90% of time no action is needed
* Due to experience, Is able to infer more from the data presented onscreen
* Notifications are available if needed
* Does not use “view label printer log”

**Comments on PDF Print Queue:**

* Most column information is essential to their job.
* “MaxPriority” is least needed while “Oldest DateTime” is fairly important
* “Current Print Queue” is primary utility whereas “Printer Information” below it is secondary
* If you could separate “PDF” and “Scanned” servers, it might help in reducing “blinking motion” on the page
* “Printer Information” trays do not seem to reflect actual number of queued items
* Action taken on immediate items (“red” items) in which case the branch is contacted to restart the machine
* Major source of communication with Support is through email
* Operations deals less with the monitoring/managing of errors but more with the scanner machines

**Both:**

* Sound not needed
* Server information “web03” not important to him

**Thoughts on a Monitor/Manage Dashboard**

* Sees some importance on seeing printer warnings but overall Managing/Monitoring functionality doesn’t apply as much to operations as it does support.

Interview conducted by mduve